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AGENDA ITEM

☐ For Possible Action
☒ Information Only

Date: August 8, 2013
Item Number: X
Title: Navigator and Enrollment Assister Contracting and Training

PURPOSE

Review of the status of Navigator and Enrollment Assister contracting and training

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SUBGRANTS

The Navigator and Enrollment Assister organizations have all signed their subgrant agreements:

1. Inter-Tribal Council of Nevada
2. Know Your Care¹ (Ramirez Group)
3. Great Basin Primary Care Association
4. Consumer Assistance and Resource Enterprise (CARE)
5. East Valley Family Services
6. Latin Chamber of Commerce Community Foundation
7. Richard Allen Community Outreach (RACO)

¹ Know Your Care initially planned to subcontract the work to the Ramirez Group located in Las Vegas, NV. Through budget negotiations to reduce costs, Know Your Care removed their administrative overhead costs and opted for the Exchange to directly subgrant to the Ramirez Group. The same deliverables will be met at a reduced cost to the Exchange.

The first effective date for their deliverables begins September 1, 2013.

Grantee	Targeted Enrollment	Navigator Funding	Assister Funding	Negotiated Award
Intertribal Council	6,684	\$ 39,091	\$ 236,994	\$ 276,085
Great Basin Primary Care	8,128	\$ 71,625	\$ 294,903	\$ 366,528
East Valley Family Services	3,000	\$ 51,092	\$ 107,904	\$ 158,996
Latin Chamber	4,750	\$ 67,952	\$ 202,347	\$ 270,299
CARE	9,000	\$ 39,301	\$ 159,370	\$ 198,671
RACO	3,000	\$ 46,701	\$ 132,459	\$ 179,160
Know Your Care	25,530	\$ 190,441	\$ 837,224	\$ 1,027,665
	60,092	\$ 506,203	\$ 1,971,201	\$ 2,477,404

TRAINING

The Nevada Division of Insurance is developing Emergency Regulations to legally approve the training materials, training requirements, and the certification requirements for Navigators and Enrollment Assisters. Those regulations should become effective the week of August 5, 2013.

The training materials have been developed by AD Banker, a current DOI approved education provider for insurance. That training material is under final review. Once approved by DOI and the Exchange, AD Banker will develop an online course that will be available to Navigators, Enrollment Assisters and Certified Application Counselors. That course should be available by the second week of August. The course material will also be marketed to other education providers at additional training venues.

CERTIFICATION

The Exchange Enrollment Facilitator (EEF) certification process for the Navigators and Enrollment Assisters is as follows:

1. Successfully complete the 20 hour pre-certification training and pass the training test with 70% or better.
2. Schedule the certification exam with Pearson VUE, DOI's contracted test vendor. Locations for the test are Reno and Las Vegas. Pass the certification exam with a score of 80% or better.
3. Get fingerprinted for the background check. *We recommend doing this first as background checks are a possible bottleneck.*
4. Submit the background check to DOI. If the fingerprinting was done at Pearson VUE, Pearson VUE will submit for the EEF.
5. Fill out the online application for certification with DOI and pay the fee.
6. Obtain the certification from DOI after they review and approve the application.

7. Bring the certification to the Exchange and attend a 4-hour training and orientation to the web portal, obtain a log-in, and become officially appointed by the Exchange.

The certification test has been developed in coordination with Pearson VUE, DOI, Xerox, and the Exchange. The test will be available beginning August 15, 2013.

RECOMMENDATION

None.